

Escalation Matrix for Enterprise Accounts

PNS Ver29. February 2018



		Level 1	Level 2	Level 3	Level 4	Level 5
Severity 1 Service Down	Immediate	After 2 Hrs.	After 4 Hrs.	After 6 Hrs.	After 8 Hrs.	After 12 Hrs.
Severity 2 Services Degraded		After 4 Hrs.	After 8 Hrs.	After 12 Hrs.	After 16 Hrs.	After 20 Hrs.
Network Services (IP & TX Services)	<p>Technical Support Center</p> <p>Technical Support Center (Refer numbers in the "Technical Support Center Numbers" mentioned below)</p> <p>Email: corp.helpdesk@tatacommunications.com</p> <p>For instant Ticket booking, please use https://portal.tatacommunications.com</p> <p>If you do not have login credentials, request you to mail corp.helpdesk@tatacommunications.com</p>	<p>Escalation desk - 24*7</p> <p>Phone: +91 20 66144800</p> <p>Email: escalation_desk@tatacommunications.com</p>	<p>Shift Lead - Escalation Desk</p> <p>Phone: +91 2066153388</p> <p>Email: edshiftlead@tatacommunications.com</p>	<p>Ashish Rupwal</p> <p>Mobile: +919225536763</p> <p>Email: ashish.rupwal@tatacommunications.com</p>	<p>Shaji MR</p> <p>Mobile: +91-9223390128</p> <p>Email: Shaji.mr@tatacommunications.com</p>	<p>Rashmi Naegamvala</p> <p>Mobile: +91 8983008756</p> <p>Email: rashmi.naegamvala@tatacommunications.com</p>
Carrier Services	<p>Technical Support Center</p> <p>Technical Support Center (Refer numbers in the "Technical Support Center Numbers" mentioned below)</p> <p>Email: corp.helpdesk@tatacommunications.com</p> <p>For instant Ticket booking, please use https://portal.tatacommunications.com</p> <p>If you do not have login credentials, request you to mail corp.helpdesk@tatacommunications.com</p>	<p>GCSC Escalation</p> <p>Email : GCSC.Escalations@tatacommunications.com</p>	<p>Akash Tiwari</p> <p>Phone No : +919823116221</p> <p>Email: akash.tiwari@tatacommunications.com</p>	<p>Ajayan Menon</p> <p>Phone No : +919223551516</p> <p>Email Id: ajayan.menon@tatacommunications.com</p>	<p>Shaji MR</p> <p>Mobile: +91-9223390128</p> <p>Email: Shaji.mr@tatacommunications.com</p>	<p>Rashmi Naegamvala</p> <p>Mobile: +91 8983008756</p> <p>Email: rashmi.naegamvala@tatacommunications.com</p>
UCC Services (Voice, Video, Conferencing & Hosted Contact Center)	<p>Technical Support Center</p> <p>Technical Support Center (Refer numbers in the "Technical Support Center Numbers" mentioned below)</p> <p>Email: corp.helpdesk@tatacommunications.com</p> <p>For instant Ticket booking, please use https://portal.tatacommunications.com</p> <p>If you do not have login credentials, request you to mail corp.helpdesk@tatacommunications.com</p>	<p>Video, IPT: Hemant Atre</p> <p>Manager- UCC Video & UCAAS, ASD CSO</p> <p>Direct: +91 20 66153526</p> <p>Mobile: +91 8087587172</p> <p>Email: hemant.atre@tatacommunications.com</p> <p>Instacc :Vivek Srivastava</p> <p>Mobile: +91 7276043456</p> <p>Email: Vivek.srivastava@tatacommunications.com</p> <p>Instacc global</p> <p>Mohsin Badami</p> <p>Manager</p> <p>Mobile: +91 9890233852</p> <p>Email: mohsin.badami2@tatacommunications.com</p> <p>-----</p> <p>Conferencing services</p> <p>Webex Support</p> <p>CCAWEBEX_SUPPORT@tatacommunications.com</p> <p>Phone:+ 1 646 558 3275</p>	<p>Video: Krishanu Ghosh</p> <p>Senior. Manager</p> <p>UCC Video & UCAAS</p> <p>ASD CSO</p> <p>Direct: +91 20 66357361</p> <p>Mobile: +91 8087002992</p> <p>Email: Krishanu.ghosh2@tatacommunications.com</p> <p>Instacc & Instacc global : Debasis Chanda</p> <p>Senior Manager</p> <p>Mobile: +91 8446335335</p> <p>Email: debasis.chanda@tatacommunications.com</p> <p>-----</p> <p>Conferencing Services</p> <p>Manager on Duty</p> <p>Manvendra Pathak (US)</p> <p>manvendra.pathak@tatacommunications.com</p> <p>Mobile: +1 514 589 4964</p> <p>Satyabrata Sahoo (IST)</p> <p>Mobile: +91 9886513445</p> <p>Satyabrata.Sahoo2@tatacommunications.com</p>	<p>Video: Chaitanya Dhaka</p> <p>Deputy General Manager</p> <p>UCC Service Assurance</p> <p>ASD CSO.</p> <p>Direct: +91 20 6615 3483</p> <p>Mobile: +91 8237045953</p> <p>Email: Chaitanya.dhaka@tatacommunications.com</p> <p>Instacc & Instacc global</p> <p>Suresh Sinha</p> <p>Deputy General Manager</p> <p>Direct : +91 20 66357310 </p> <p>Mobile: +91 8087002562</p> <p>Email: suresh.sinha@tatacommunications.com</p> <p>-----</p> <p>Conferencing Services</p> <p>Santosh Mishra</p> <p>DGM - UCC Voice and Audio Collaboration</p> <p>Mobile: +91 720 800 6698</p> <p>Email: santosh.mishra@tatacommunications.com</p>	<p>Ritesh Priya</p> <p>Associate Vice President</p> <p>UCC TAC</p> <p>Mobile +91 92255 09867</p> <p>Email: ritesh.priya@tatacommunications.com</p> <p>-----</p> <p>Conferencing Services</p> <p>Denis Dason</p> <p>GM, Service Assurance</p> <p>Mobile: +91 99 200 800 95</p> <p>Email: Denis.Dason@tatacommunications.com</p>	<p>Vijay Agarwal</p> <p>Vice President ASD</p> <p>Mobile +91 9223 299170</p> <p>Email: vijay.agarwal@tatacommunications.com</p>
Managed Security Services	<p>GSMC - Helpdesk</p> <p>Email: gsmc.helpdesk@tatacommunications.com</p> <p>Global Direct +91 44 61042800</p> <p>Toll Free: India - 1800 266 0665</p>	<p>GSMC-Incident Manager</p> <p>Mobile: +91 9281098410</p> <p>Email: gsmc.dm@tatacommunications.com</p>	<p>Chris Ravi</p> <p>Senior Manager</p> <p>Security Operations (SOC)</p> <p>GSMC Service Assurance</p> <p>Mobile : +91 90030 50913</p> <p>Email : christopher.ravi@tatacommunications.com</p>	<p>Venkataraman Devarajan</p> <p>Deputy General Manager</p> <p>Network and Security</p> <p>GSMC Service Assurance</p> <p>Landline : +91 -44-66592733</p> <p>Mobile : +91- 98405 81399</p> <p>Email : Venkataraman.Devarajan@tatacommunications.com</p>	<p>Srinivas H S</p> <p>Deputy General Manager</p> <p>Network and Security GSMC Service Assurance</p> <p>Mobile : +91- 77609 66725</p> <p>Email : Srinivas.sitarama@tatacommunications.com</p>	<p>PK Saji</p> <p>Vice President</p> <p>Global Data Center Services</p> <p>Landline: +91 44 66592500</p> <p>Mobile: +91 9884046388</p> <p>Email: saji.pk@tatacommunications.com</p>
Managed Firewall / IDPS / vUTM / Managed Authentication - GSMC	<p>Singapore - 800 101 2567</p> <p>United Kingdom (UK) - 800 016 3014</p> <p>United States (US) - 1 844 519 0680</p>					
Managed DDoS- GSMC	<p>DDoS Operations Team</p> <p>Landline : +91-44- 66592536/+91 44 66774136</p> <p>Email id: GSMC-DDoS.Protection@tatacommunications.com</p>					

Data Center - Managed Hosting Services (Includes International Colocation)	GSMC - Helpdesk Email: gsmc.helpdesk@tatacommunications.com Global Direct +91 44 61042800 Toll Free: India - 1800 266 0665 Singapore - 800 101 2567 United Kingdom (UK) - 800 016 3014 United States (US) - 1 844 519 0680	GSMC-Incident Manager (Duty Manager) Mobile: +91 9281098410 Email: gsmc.dm@tatacommunications.com	Thiruvankata Desikan Sr. Manager - GSMC Service Assurance Landline : +91-44-66674341 Mobile : +91 9884084644 Email : thiruvankata.desikan@tatacommunications.com	Ramesh Sadasivan General Manager - GSMC Service Assurance Landline: +91-44-66674595 Mobile: +91-72000-24672 Email: Ramesh.Sadasivan@tatacommunications.com	Bhaskar Krishnaswamy General Manager Landline: +91 8066594570 Mobile:+91 8095554567 Email: Bhaskar.K@tatacommunications.com	PK Saji Vice President Global Data Center Services Landline: +91 44 66592500 Mobile: +91 9884046388 Email: saji.pk@tatacommunications.com
SDCAP Colocation	Colocation Support Desk Landline: +91-044-66774253 Email: colocation.sdcap@tatacommunications.com Toll Free No's: India: 1-800-266-0665, Singapore: 800-101-2567, UK: 0-800-635-1275, philippines: 1-800-11-10-1378 (Via PLDT landline network). Global Direct Dial: 91-44-61042800	Mohamed Ashraf Support Desk Lead Landline: +91-44-66592520 Mobile: +91 9629918588 Email: Mohamed.Ashraf@tatacommunications.com	ArunKumar D Operations Manager Landline: +91-44-6659 2627 Mobile: +91 9952920033 Email: arunkumar.d@tatacommunications.com	Shantanu Mukherjee Deputy General Manager - GSMC Mobile : +91 99739 60700 Email : shantanu.mukherjee@tatacommunications.com	Bhaskar Krishnaswamy General Manager Landline: +91 8066594570 Mobile:+91 8095554567 Email: Bhaskar.K@tatacommunications.com	PK Saji Vice President - Global Data Center Services Landline: +91-44-66592500 Mobile: +91 9884046388 Email: saji.pk@tatacommunications.com

Technical Support Center numbers

India

India Primary number	+91 20 6614 4444
India Toll free number	1 800 2660 660

International Toll free numbers

Sr. no.	Origin country name	Toll free
1	U.S.A	1 866 937 8765
2	United Kingdom(UK)	00 800 11 22 4357
3	Singapore	1 800 555 4357
4	Hong Kong	800 93 8949
5	Malaysia	1 800 81 6627
6	Australia	1 800 26 7051

Sr. no.	Origin country name	Toll free
1	Argentina	800 33 11 1133
2	Austria	800 33 11 1133
3	Belgium	800 33 11 1133
4	Bulgaria	800 33 11 1133
5	China	800 33 11 1133
6	Colombia	800 33 11 1133
7	Czech (Republic)	800 33 11 1133
8	Denmark	800 33 11 1133
9	Finland	800 33 11 1133
10	France	800 33 11 1133
11	Germany	800 33 11 1133
12	Hong Kong	800 33 11 1133
13	Italy	800 33 11 1133
14	Japan	800 33 11 1133
15	Netherlands	800 33 11 1133
16	Norway	800 33 11 1133
17	Philippines	800 33 11 1133
18	Poland	800 33 11 1133
19	Singapore	800 33 11 1133
20	South Africa	800 33 11 1133
21	Spain	800 33 11 1133
22	Sweden	800 33 11 1133
23	Switzerland	800 33 11 1133
24	Taiwan	800 33 11 1133
25	Thailand	800 33 11 1133
26	United Kingdom(UK)	800 33 11 1133
27	Uruguay	800 33 11 1133